



An Innovative Journey: A Nurse Managed Health Clinic Serving the Vulnerable Population

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California

- California Population 38,802,506
- Riverside County Population 2,329,271
- California is the most populated state, Texas is second with 27 million people



Riverside California

- Riverside County is east of Los Angeles
- City of Riverside population is 316,619



Riverside County, California

- Over 2.2 million population
- Population growth of 41.7% from 2000-2010
 - Highest population growth in California
- Fourth largest county in terms of population



Riverside County, California 2012

- Unemployment rate 14%
 - Nationally 8.2%
 - California 10.6%
- Uninsured rate 27%
 - Nationally 17.8%
 - California 21%





Patient Protection and Affordable Care Act In California

- About 3-4 million Californians are not eligible under the ACA



Riverside County, California

- Riverside residents have higher mortality rates for
 - Heart disease
 - Cancer
 - Stroke
 - COPD
 - Teen pregnancy
 - STI



Riverside County, California

- Primary care physician ratio of 47:100,000
- Optimal 60-80:100,000
- Projected physician shortfall of 53% by 2015



Riverside County, California

- The health care safety net in Riverside County has limited capacity
- The poor, uninsured, ethnically and racially diverse populations have greater health risks
- The lack of access to health care has contributed to poorer health outcomes



California University





California Baptist University

- Established in 1950 by the Los Angeles Baptist Association as a Christian liberal arts college
- Started with 47 students
- Currently 7900 students



School of Nursing

- Established in 2006 with 40 BSN students
- In 2009 the MSN program started
 - FNP
 - CNS
 - Education
 - Health Management
- 2015 DNP program started
- Over 650 student in the School of Nursing



Background/Literature Review

- Advance practice nurses are filling the need for primary care providers
- Nurse managed health clinics (NMHCs) increase access to health care
- NMHCs improve health outcomes
- Title III of the Public Health Service Act defined NMHC
- NMHCs offer interdisciplinary, primary health care, health promotion, and disease prevention



Background/Literature Review

- Half of NMHCs are associated with a school of nursing
- Academic NMHCs in California
 - University of California, San Francisco and the Glide Rescue Mission
 - University of Los Angeles and the Union Rescue Mission
 - University of California, Irvine and El Sol school.



SWOT Analysis

- Strengths
 - Reputation of CBU School of Nursing
 - Support of the Dean of the School of Nursing for community outreach
- Weaknesses
 - Limited funds to start a clinic
 - Reduced reimbursement for services



SWOT Analysis

- Opportunities
 - IOM and Robert Wood Johnson Foundation support for NMHC
 - ACA support for NMHC
- Threats
 - Restrictive environment for NP practice
 - Lack of specialty care in Riverside



Purpose

California Baptist University School of Nursing Nurse Managed Health Clinic provides improved access to high quality, low cost health care in a faith based environment for the vulnerable population in Riverside.

For I will restore health to you, and your wounds will heal, declares the Lord, because they have called you an outcast. Jeremiah 30:17



Mission Statement

The mission of the NMHC is to show the love of Christ by providing quality, low cost health care to the underserved of Riverside while honoring patient's dignity.

Because I rescued the poor who cried for help and the fatherless who had none to assist him Job 29:12



Project Plan

- Phase I
 - Create a Nurse Managed Health clinic based on the retail clinic model.



Project Plan

- Partner with Riverside Life Services



- For you created my inmost being; you knit me together in my mother's womb. Psalm 139:13



Phase I

- Partnership with a Christian based organization
- Obtain CLIA waiver
- Malpractice Liability coverage
- Liability insurance
- Develop standardized procedures (per state of California)
- Develop policy and procedure manual



Phase I

- Legal agreement with collaborative physician
- Develop job descriptions for clinic personnel
- Create employee and volunteer training
- Establish volunteer register
- Obtain donations and apply for grants
- Obtain EMR and train staff and volunteers





Phase I

- Develop referral resource list
- Establish referrals for laboratory and radiology services
- Purchase equipment and supplies
- Develop clinic budget
- Create sliding scale discount fee schedule
- Apply to become Medicaid provider



Phase I Results

- Objective 1: By June 2013 California Baptist University has a contract agreement in place with Riverside Life Services to utilize clinic space to provide primary health care services.



Phase I Results

- Objective 2: By December 2012 two certified family nurse practitioner faculty healthcare providers for the nurse managed health clinic.



Phase I Results

- Objective 3: By June 2013, the nurse managed health clinic has a contract with Riverside County Department of Health to provide an after- hours access site for children and adults to receive immunizations.



Phase I Results

- Objective 4: By June 2013 raise \$20,000 to pay for operating costs for year one.
- Objective 5: By June 2014, the NMHC provides 600 patient visits for low-income and uninsured people living in Riverside.



Phase II Results

- Objective 6: By December 2014, the NMHC funding is \$150,000.00 to expand services.
- Objective 7: By January 2015, the NMHC has hours of operation 4-5 evenings (4 hours) a week or 3 evenings a week plus Saturdays.
- Objective 8: By December 2015, the NMHC provides 1200 patient visits for low-income and/or non-insured people living in Riverside.



Phase II Results

- Objective 9: At end of year one of operation, 90% of established pediatric clinic patients will be up to date on age recommended immunizations.
- Objective 10: At end of year one of operation, 78% of established, target adult clinic patients will receive a yearly influenza vaccine.



Recommendations

1. Develop a faculty practice model.
2. Develop a relationship with the grant writer in the Office of Institutional Advancement.
3. Dedicated time for faculty management of NMHC.

Beloved, I pray that all may go well with you and that you may be in good health, as it goes well with your soul. 3 John1:2



Future Projects

- The NMHC will be a clinical practice site for graduate and undergraduate nursing students
- Establish a home health care team consisting of NP students, BSN students, OT students, PT students, and Health Care Management students with faculty oversight



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